

AZNET SLA Scorecard														
Service Level Agreement		SEP 07	OCT 07	NOV 07	DEC 07	JAN 08	FEB 08	MAR 08	APR 08	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08
SERVICE LEVEL														
Severity 1 Trouble Repair SLA	SLA Status													
	Incident Count	1	4	2	0	2	0	0	4	1	1	0	3	2
	Missed Tickets	0	1	0	0	0	0	0	0	0	0	0	0	0
	Metric*	-3.55	-19.75	-9.11	0.00	-2.91	0.00	0.00	-12.97	--3.75	-3.10	0.00	-11.00	-10.60
Severity 2 Trouble Repair SLA	SLA Status													
	Incident Count	25	19	17	9	12	11	12	10	8	9	17	11	19
	Missed Tickets	2	1	0	1	2	0	0	1	0	0	4	1	2
	Metric*	-118.50	-85.61	-80.45	-31.11	-41.24	-55.41	-54.66	-28.04	-40.94	-42.09	-50.47	-48.20	-99.68
Severity 3 Trouble Response SLA	Incident Count**	x	x	x	x	482	440	431	498	440	443	608	558	663
	Missed Tickets**	x	x	x	x	11	7	5	3	2	16	24	13	7
	% Met	x	x	x	x	97.8%	98.4%	98.9%	99.4%	99.6%	96.4%	96.1%	97.7%	99.00
Trouble Tickets not Reopened		97%	99%	98%	98%	99%	98%	98%	98%	99%	100%	99%	99%	99%
Time to Dispatch Target 98% ***	Incident Count	9	11	14	8	6	6	3	7	3	4	11	5	13
	Missed Tickets	0	1	0	0	2	1	0	1	0	0	4	2	3
	% Met	100%	91%	100%	100%	67%	83%	100%	86%	100%	100%	63%	60%	77%
Chronic Problems	SLA Status													
	Incident Count	0	0	0	0	0	0	0	0	1	4	3	15	19
Tier I Availability ****		99.994%	99.987%	99.991%	100.000%	99.986%	99.997%	99.998%	99.995%	100.000%	99.995%	99.999%	99.999%	100.000%
Tier II Availability ****		99.993%	99.997%	99.995%	99.996%	99.993%	99.999%	99.999%	99.997%	99.998%	99.934%	99.995%	99.997%	99.999%
Tier III Availability ****		99.998%	99.997%	99.997%	99.998%	99.999%	99.998%	99.997%	99.995%	100.000%	99.999%	99.994%	99.995%	99.986%
On-Time Completion of Services Target 95%		96.7%	95.9%	93.9%	97.2%	95.8%	98.2%	98.6%	97.9%	99.1%	97.0%	97.8%	97.2%	97.7%
Service Requests Not Reopened		98%	98%	99%	99%	99%	99%	99%	99%	99%	100%	99.86%	99.67%	99.57%
SYSTEM SERVICE LEVELS														
Severity Level I														
Severity Level II														
Tier I Availability ****														
On-Time Completion of Services														
Target Carrier Savings														
SLA Credits (excluding Carrier Savings)										\$49,300	\$200	\$1,600	\$2,400	\$1,300
Carrier Savings SLA Credits											\$28,214.75			
Notes:														
- Green means met SLA, Red means missed SLA and service credit paid.														
- (*) Metric shows the total number of hours "under" the SLA target (if negative number) or "over" the SLA target (if positive number).														
- (**) SLA not reported, issue resolved through settlement agreement.														
- (***) Time to Dispatch Severity 1 and Severity 2 only.														
- (****) Type 2 SLA for which no measurement period has occurred.														